

# Operations ACTIVITY REPORT

November 2019



## Member Population

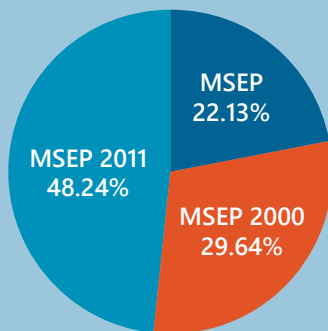
As of September 27, 2019

Active .....	46,923
Disabled .....	676
On leave .....	170
Inactive-vested .....	16,219
Inactive-nonVested .....	19,793
Retired .....	45,263
Ex-spouse .....	285
Survivor .....	4,422
Total .....	133,751

Source: YNEWCT092719

## Active Members by Plan

As of September 27, 2019



## MOSERS will strive to:

1. Ensure members and their beneficiaries receive high quality services from the MOSERS staff;
2. Provide members and their beneficiaries with access to information about the benefits administered by MOSERS in a cost-effective and timely manner;
3. Ensure members and their beneficiaries receive updates that are individualized regarding plan changes and distributed effectively and efficiently;
4. Ensure benefit recipients receive their payments in a cost-effective and timely manner; and,
5. Ensure the security and accuracy of member records.



## Fiscal Year 2018

### Annual Benefits Scorecard

Pursuant to the monitoring and routine reporting requirements of the MOSERS *Governance Manual*, staff presents this annual report detailing implementation costs and customer service ratings for MOSERS benefits.

This report allows you to see how we are performing relative to our peer group. We have compiled peer data from the most recent publicly available peer systems' annual reports. Using annual reports as the data source creates a one-year lag in reporting. This report is based on FY18 data. The key takeaways are:

- Our administrative costs remain below our peer average
- Our service scores remain above average
- Our costs per member are at or below average in two of the three areas measured

## Cost

As one of the smaller systems in our peer group, we do not enjoy the economies of scale available to larger systems. Nonetheless, with our FY18 Administrative Cost Per Member of \$79, our costs are significantly less than that of our peer average of \$87.

Our retiree population is growing each year, causing our member transactions and communications to increase. But this cost comparison information helps us gauge the reasonableness of our expenses and aids us in continuing to develop ways to improve our cost effectiveness.

## Service

Excellent customer service is an expectation and a hallmark at MOSERS. In FY18, in all measures, our members give us an "A" grade. In comparison to other pension systems and financial service providers, MOSERS ranks high with a rating of 91 out of 100 in the American Customer Satisfaction Index (ACSI). In the actual retirement process, our members gave us an overall rating of 9.3 out of 10.

Among those who attended a PreRetirement Seminar, 99% reported they were somewhat satisfied to very satisfied with the content. Of the retirees who attended a Coffee Break seminar, 98% reported that they were somewhat satisfied to very satisfied.

MOSERS benefit counselors had 2,756 in-person meetings with members in FY18 and 97% of these members responded they were somewhat satisfied to very satisfied with their overall experience. On average, members' wait time to see a counselor was less than one minute, while the duration of their appointments averaged 33 minutes. In addition to face-to-face meetings, our benefits staff handled 83,230 calls with members in FY18.

## Administrative Costs

Staff have analyzed the administrative costs of 19 peer systems with member populations and costs as outlined below:

Overall Results Peer System Comparison Scores		Total Membership	Admin. Cost Per Active + Retired	Admin. Cost Per Total Membership	Admin. Cost as % of Covered Payroll
Missouri Systems	Missouri State Employees' Retirement System (MOSERS)	129,028*	\$105.26	\$79.13	0.51%
	MoDOT & Patrol Employees' Retirement System (MPERS)	18,367	286.50	255.54	1.33
	Missouri Local Government Employees Retirement System (LAGERS)	65,283	96.54	85.42	0.34
	Public School & Education Employee Retirement Systems of Missouri (PSRS/PEERS)	271,837	82.80	66.68	0.28
Out-of-State Systems	Delaware Public Employees' Retirement System	78,916	83.58	79.05	0.29
	Montana Public Employee Retirement Administration	85,908	118.05	84.89	0.49
	South Dakota Retirement System	88,106	70.20	55.28	0.26
	Arkansas Public Employees Retirement System	97,753	137.28	117.68	0.62
	New Hampshire Retirement System	99,007	99.73	85.75	0.31
	Wyoming Retirement System	106,429	118.25	79.98	0.42
	Minnesota State Retirement System	130,688	161.14	127.03	0.49
	Oklahoma Public Employees Retirement Plan	131,019	74.59	40.76	0.33
	Public Employees Retirement System of Idaho	131,152	76.74	69.06	0.28
	State Employees' Retirement System of Illinois	138,501	113.37	110.16	0.36
	Louisiana State Employees' Retirement System	147,787	164.24	99.69	0.79
	Maine Public Employees Retirement System	154,186	130.09	81.68	0.53
	State of New Mexico Educational Retirement Board	156,789	72.92	50.82	0.31
	West Virginia Consolidated Public Retirement Board	168,313	105.19	84.97	1.00
	Kansas Public Employees Retirement System	312,228	49.39	39.91	0.18
	Iowa Public Employee Retirement System	361,412	50.64	40.82	0.18
Average with MOSERS		143,635	\$109.83	\$86.71	0.47%
Average without MOSERS		144,404	\$110.07	\$87.11	0.46%

Population & Cost Peer System Comparison Scores	Active Members	Retired Members	Total Membership	Administrative Cost Per Member	Cost as a Percentage of Payroll
Peer Range	7,415 - 170,378	8,967 - 120,987	18,367 - 361,412	\$49 - \$256	\$0.18 - \$1.33
Peer Average	62,919	49,834	144,404	\$87	0.46%
MOSERS	48,221	48,776	129,028*	\$79	0.51%

\* Total membership includes inactive-vested & inactive-nonvested members with contribution balances

Source: The most recent CAFR available on the system's website as of September 2019

## Customer Service

We use the following customer service surveys:

- Cobalt Retirement Process Satisfaction Survey
- Phone Customer Survey
- Post-Retirement Coffee Break
- PreRetirement Seminar Survey
- Member Appointment Survey
- Benefits U Survey

### Cobalt Retirement Process Satisfaction Survey

The Cobalt survey measures member satisfaction with the MOSERS retirement process as compared to that in five other retirement systems as well as against customer satisfaction in other sectors. Cobalt uses the American Customer Satisfaction Index (ACSI) methodology, which is the “gold standard” for customer satisfaction metrics for both government and the private sector. This survey is sent to all new retirees who have a valid email address on file with MOSERS. We ask for feedback on staff, the retirement process, written & online information, and overall satisfaction.

Overall Results Cobalt Retirement Process Satisfaction Survey Scores <i>On a scale of 1-10 (10 being the highest)</i>	FY17						FY18					
	MOSERS	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	MOSERS	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5
Overall satisfaction	9.2	9.5	9.6	9.0	9.4	9.2	9.3	9.6	9.5	9.2	9.6	9.0
Compared to expectations	8.9	9.3	–	8.6	9.0	8.8	9.0	9.4	–	8.9	9.3	8.6
Compared to ideal	8.9	9.5	–	8.8	9.2	8.9	9.1	9.5	–	9.1	9.4	8.7
Staff knowledge	9.4	9.6	9.6	9.5	9.6	9.5	9.6	9.7	9.6	9.6	9.8	9.5
Staff organized	9.5	9.6	9.7	9.4	9.6	9.5	9.6	9.7	–	9.5	9.8	9.4
Staff answers	9.4	9.6	9.6	9.4	9.6	9.6	9.6	9.7	9.7	9.5	9.8	9.5
Staff responsiveness	9.5	9.6	–	9.5	9.5	9.6	9.7	9.8	–	9.6	9.7	9.4
Staff courtesy	9.6	9.7	9.8	9.7	9.7	9.7	9.8	9.8	9.7	9.7	9.9	9.7
Process clarity	8.8	9.4	9.5	8.8	9.2	9.0	9.0	9.4	9.4	8.8	9.4	9.0
Ease of reaching person	9.2	9.5	9.5	8.9	9.3	9.3	9.4	9.6	–	9.1	9.5	9.2
Accuracy	9.4	9.6	9.6	9.3	9.5	9.4	9.5	9.7	–	9.4	9.6	9.3
Response speed	9.4	9.6	9.6	9.2	9.5	9.4	9.6	9.7	9.6	9.4	9.7	9.3
Follow up	9.2	9.6	9.6	9.1	9.3	9.2	9.6	9.6	–	9.3	9.6	9.2
Written information clarity	8.9	9.4	9.4	9.0	9.3	9.0	9.1	9.5	9.2	9.0	9.4	8.9
Information relevance	9.2	9.5	9.6	9.1	9.4	9.3	9.4	9.6	9.5	9.1	9.6	9.1
Ease of getting information	9.2	9.6	9.5	9.1	9.4	9.3	9.4	9.6	–	9.2	9.5	9.2
Forms	9.1	9.5	9.5	9.0	9.2	9.1	9.1	9.6	–	8.9	9.4	8.9
Online information timely	9.2	9.5	9.2	8.4	9.3	9.1	9.3	9.5	–	8.7	9.5	8.7
Online information clarity	9.0	9.4	9.3	8.4	9.3	9.0	9.1	9.4	9.0	8.6	9.5	8.7
Online information relevance	9.1	9.5	9.1	8.6	9.3	9.2	9.3	9.5	9.2	8.8	9.6	8.7
Navigation	8.9	9.3	9.1	8.2	9.0	8.8	9.0	9.2	–	8.4	9.3	8.4
Finding forms	9.0	9.3	9.2	8.4	9.1	8.9	9.1	9.2	8.9	8.6	9.4	8.7
Online information transactions	9.0	9.3	9.3	–	9.2	8.8	9.2	9.5	9.0	–	9.5	8.6
Overall average	9.2	9.5	9.5	9.0	9.3	9.2	9.3	9.6	9.4	9.1	9.6	9.0
Quarters active	4	2	1	4	1	4	4	2	4	4	1	4
ACSI score <i>(Highest possible score = 100)</i>	91	94	94	87	91	88	91	95	94	90	94	87

MOSERS' Retiree Survey Response Rate				
Number of new retirees	2,655		2,735	
Number of emails sent	1,838		1,982	
Response rate	18%		18%	

Retirement Process Satisfaction Comparison Based on Seminar Attendance Scores <i>Did you attend a PreRetirement Seminar?</i>	FY17		FY18	
	Yes	No	Yes	No
Overall satisfaction	9.2	9.1	9.4	9.3
Compared to expectations	8.9	8.9	9.0	9.0
Compared to ideal	9.1	8.9	9.1	9.0
Staff knowledge	9.5	9.4	9.6	9.6
Staff organized	9.5	9.5	9.7	9.6
Staff answers	9.4	9.4	9.6	9.6
Staff responsiveness	9.5	9.5	9.7	9.7
Staff courtesy	9.6	9.7	9.8	9.8
Process clarity	8.8	8.7	9.1	8.9
Ease of reaching person	9.3	9.2	9.5	9.4
Accuracy	9.4	9.3	9.5	9.5
Response speed	9.4	9.3	9.6	9.6
Follow up	9.2	9.3	9.5	9.6
Written information clarity	9.0	8.8	9.2	9.0
Information relevance	9.1	9.3	9.4	9.4
Ease of getting information	9.2	9.1	9.4	9.3
Forms	9.1	9.0	9.2	9.0
Online information timely	9.2	9.4	9.4	9.1
Online information clarity	9.0	9.2	9.2	8.9
Online information relevance	9.1	9.3	9.4	9.1
Navigation	8.9	8.9	9.1	8.7
Finding forms	9.0	9.2	9.2	8.8
Online information transactions	9.0	9.2	9.3	9.1
Overall average	9.2	9.2	9.4	9.3
Respondents	257	188	230	123

On a scale of 1-10 (10 being the highest)

## Why Do We Analyze Cost and Service?

In addition to fulfilling our governance policy requirement, we conduct this comparison:

- To improve our understanding of our business: Knowing how and why we are different from our peers helps us to better understand our business.
- To maintain and improve our service to members.
- To demonstrate our performance in the absence of competition: Benchmarking allows us to compare our costs and performance to that of our peers.
- To communicate performance: We present the results of this analysis to our members, staff, and board members.
- What gets measured gets managed: Without measures, it is difficult to assess where improvements or cost-effective strategies can be applied.



## Comparisons Against Other Retirement Systems and Other Sectors



## PreRetirement Seminar Survey

This survey measures the customer satisfaction of members attending a MOSERS PreRetirement Seminar. We send this email survey to all attendees who have a valid email address on file with us. We ask for members to evaluate:

- Seminar content
- Presenter's knowledge, delivery, and responsiveness
- Seminar materials
- The member's knowledge and confidence in making informed decisions about retirement after attending
- The registration process



PreRetirement Seminar Survey Scores*	FY17			FY18		
	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied
Content of session	99.0%	1.0%	0.0%	99.0%	1.0%	0.0%
Presenter's knowledge of material	99.5	0.5	0.0	99.0	1.0	0.0
Presenter's delivery	99.5	0.5	0.0	99.0	1.0	0.0
Presenter's responsiveness to questions	100.0	0.0	0.0	99.5	.5	0.0
Increased my knowledge & confidence in making informed decisions about my MOSERS retirement	98.0	2.0	0.0	98.5	1.5	0.0
Value of reference book	98.0	2.0	0.0	99.0	1.0	0.0
Value of individual benefit estimate	97.0	2.0	1.0	97.5	1.5	0.0
Value of other printed materials	97.0	3.0	0.0	98.0	2.0	0.0
Value of PreRetirement seminar	99.0	1.0	0.0	99.0	1.0	0.0
Value of BackDROP presentation	95.0	4.0	1.0	91.0	4.0	1.0
Value of life insurance presentation	90.0	9.0	1.0	88.0	4.0	8.0
Degree to which seminar met my expectations/needs	98.0	2.0	0.0	98.0	1.0	1.0
Experience with web registration/reminders	94.0	5.0	1.0	98.0	1.0	1.0
If not first seminar, value to me of repeating	97.0	3.0	0.0	99.0	1.0	0.0
This was the first MOSERS PreRetirement seminar you attended	56% Yes	44% No		69% Yes	31% No	

\* Includes responses from general state employees and university employees who attended PreRetirement Seminars for either MSEP/MSEP 2000 or MSEP 2011.

Not all respondents answered all questions, so some percentages may not add up to 100%.

MOSERS' PreRetirement Survey Response Rate		
Number of attendees	2,708	2,543
Number of email surveys sent	1,836	2,096
Response rate	47%	54%
Overall seminar score	4.89	4.94

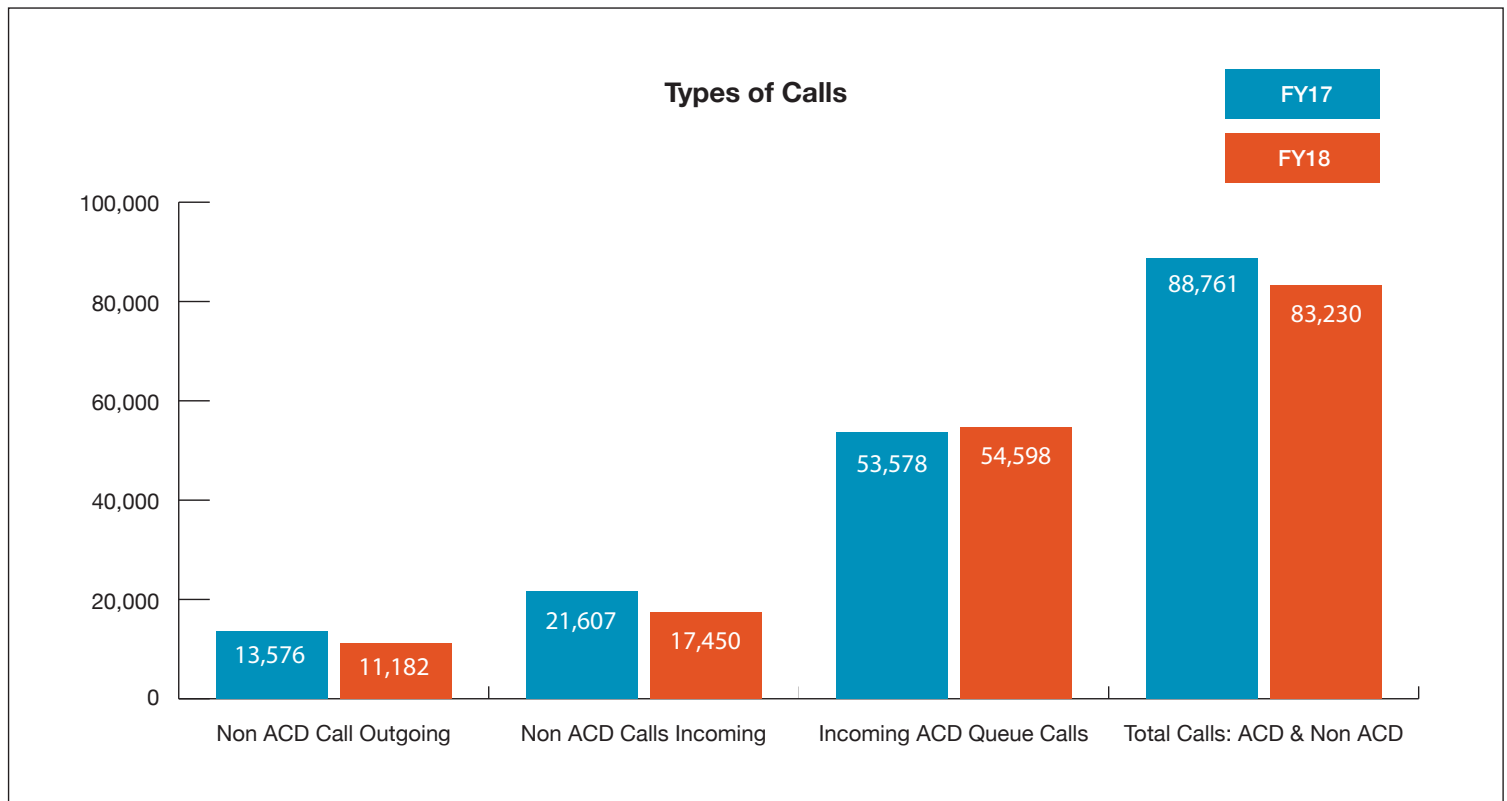
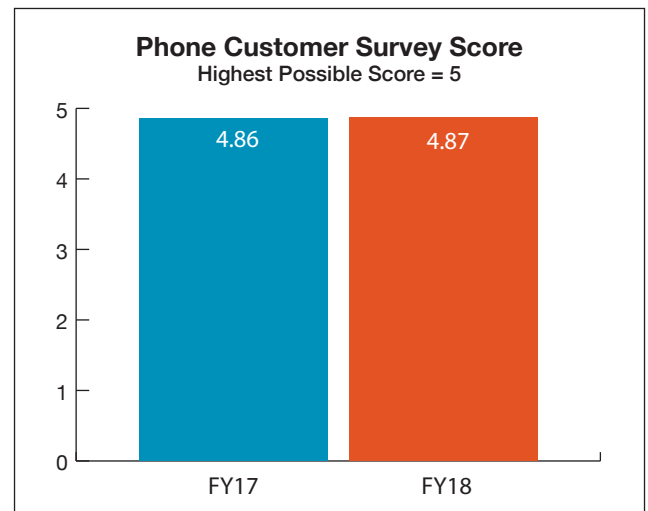
Highest possible score = 5

### Phone Customer Survey

This survey measures the customer satisfaction of members who call our benefits contact center. We offer the survey to every fourth caller at the end of the call. Members respond with a score of 0 to 5, with 0 for no and 5 for yes. The survey contains one question:

- If you owned your own customer service business, based on today's service, would you hire the representative you just spoke with?

Phone Customer Survey Response Scores	FY17	FY18
Number of contact center calls (all)	88,761	83,230
Number of incoming queue calls	53,578	54,598
Number of surveys prompted	18,310	10,499
Response rate	26%	24%



ACD = Automatic Call Distributor, which distributes incoming calls to a specific group of terminals used by the benefit counselors

Non ACD Calls Outgoing = Benefit counselors are calling the member directly

Non ACD Call Incoming = Members are calling the benefit counselor directly

Incoming Queue Calls = Calls are going directly to the benefit counselor queue and are randomly assigned

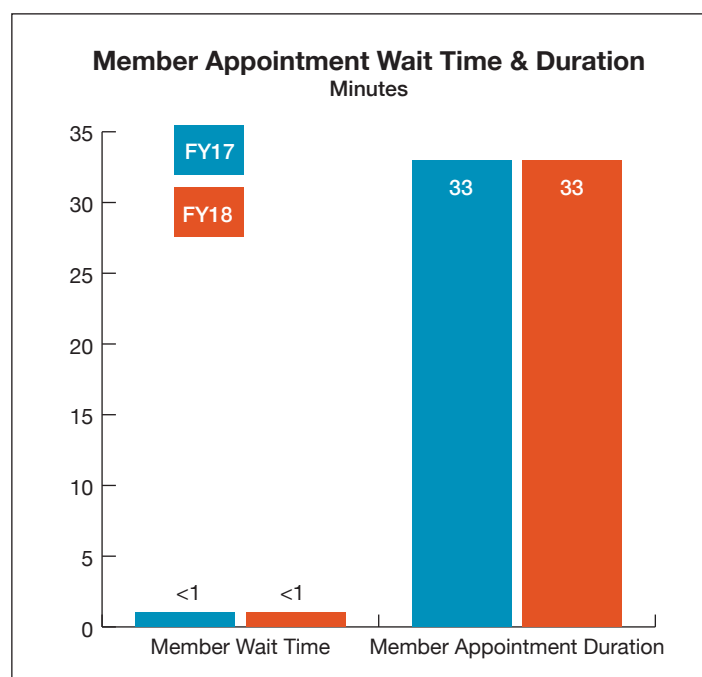
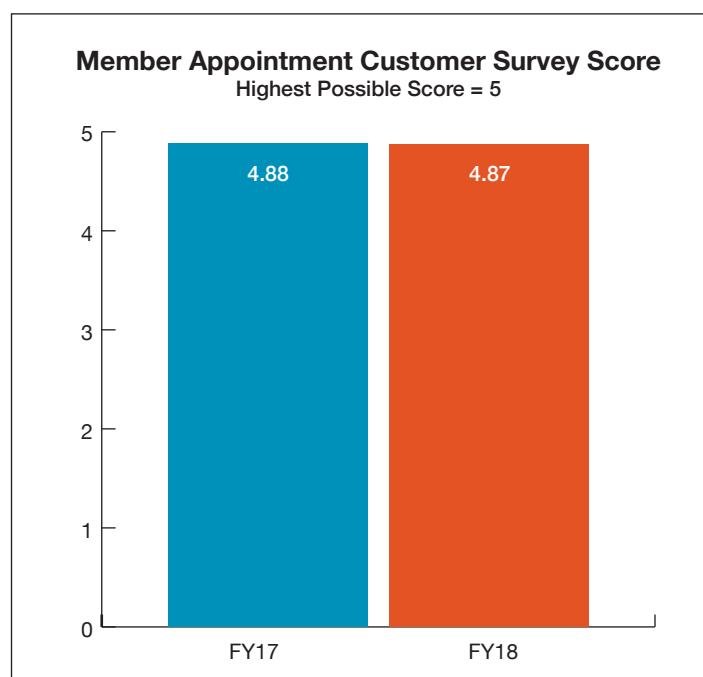
## Member Appointment Survey

This survey measures the customer satisfaction of members who meet with a MOSERS benefit counselor. We email this survey to all members with a valid email address on file. We ask for members to evaluate:

- Quality
- Overall satisfaction
- Length of time
- Informational materials
- Satisfaction with benefit counselor

Member Appointment Survey Scores	FY17			FY18		
	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied
Quality of customer service from receptionist	99.0%	0.0%	1.0%	99.0%	1.0%	0.0%
Overall satisfaction of meeting with benefit counselor	98.0	0.5	1.5	97.0	1.0	2.0
Wait time to see a benefit counselor	98.0	1.0	1.0	99.0	0.0	1.0
Helpfulness of materials given to you	96.0	3.0	1.0	93.0	5.0	2.0
Ease of understanding materials (even without a benefit counselor)	93.0	6.0	1.0	91.0	8.0	1.0
Professionalism	99.0	0.0	1.0	98.0	1.0	1.0
Friendliness	98.5	0.5	1.0	99.0	0.0	1.0
Understanding of your needs	99.0	0.0	1.0	97.0	2.0	1.0
Knowledgeable	99.0	0.5	0.5	99.0	1.0	0.0
Explained information in a manner that was easy to understand	98.0	1.0	1.0	97.0	1.0	2.0
Answered questions thoroughly	98.0	1.0	1.0	97.0	2.0	1.0

Member Appointment Survey Response Rate		
Number of member appointments	2,876	2,756
Number surveys emailed	2,376	1,689
Response rate	39%	32%





## Post-Retirement Coffee Break Survey

This survey measures the customer satisfaction of members attending a MOSERS post-retirement Coffee Break Seminar. We provide this survey to all attendees and collect responses at the end of the seminar. We ask for members to evaluate:

- Seminar content
- Presenters' knowledge of the material
- Benefit to them personally of attending
- Overall value of the session
- Likelihood of attending in the future



Post-Retirement Coffee Break Survey Scores*	FY17			FY18		
	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied	Very-Somewhat Satisfied	Neutral	Somewhat-Very Dissatisfied
Content of session	99.0%	1.0%	0.0%	98.0%	1.0%	1.0%
Presenters' knowledge of material	100.0	0.0	0.0	100.0	0.0	0.0
Overall value of session	96.0	2.0	1.0	97.0	2.0	1.0
Beneficial to you personally	94% Yes	3% No		95% Yes	5% No	
Likelihood of attending a future seminar	95% Yes	1% No		98% Yes	2% No	

*Not all respondents answered all questions so some percentages may not add up to 100%.*

Post-Retirement Coffee Break Survey Reponse Rate		
Number of Attendees	385	371
Number of Surveys Provided	385	371
Response Rate	82%	91%

## Benefits U

In 2017, we decided to offer the Benefits U Conference for employers (HR and payroll personnel) every other year (odd years) instead of annually. We took this opportunity to analyze and re-design the conference's content and agenda. We reached out to employers, sponsors, and vendors for feedback and collaboration, using three different surveys. We received a total of 410 responses.

### Summary of Responses:

**Years of experience:** 36% of HR staff who responded had 0-3 years of experience; while 35% had 12 years or more of experience.

**Prompts for communications:** New employee orientations account for 62% of their employee communications while life events, yearly reminders, and legislative changes make up the rest. Many send monthly or quarterly tidbits about various benefit topics.

### Level of understanding of state benefits among employers:

- **Strong:** Basic & optional life insurance (MOSERS/The Standard), health, vision & dental insurance (MCHCP) and the Strive for Wellness program (MCHCP)
- **Medium-strong:** Defined benefit pension plan (MOSERS), retirement savings plan (MO Deferred Comp), and cafeteria plan (MO Café/ASI Flex)
- **Medium:** SELF – Strive Employee Life & Family program (MCHCP)
- **Low-medium:** COBRA (MCHCP), workers' compensation (CARO), universal life insurance (MoVLIC), long-term disability (LTD) insurance and the Workplace Possibilities Program (MOSERS/The Standard), and other benefits

**Communication methods:** The majority use SEBES as their primary source of communication with new employees followed by the practice of forwarding snippets from the MOSERS HR Updates and emails directly from benefit providers to current employees. Around 24% indicate they are not communicating at all (or very little) with their employees.

### Top topics that matter the most:

- #1 – SAM II/payroll processes (input) TIED with communicating benefits to new employees
- #2 – Communicating benefits throughout the employee's career & for life events
- #3 – FMLA



**Future Benefits U Conference:** 92% plan or hope to attend a future conference.

**HR Update newsletter:** 94% are satisfied/very satisfied with the MOSERS HR Update, including the frequency and content.

**MOSERS Procedures Manual:** 43% view the Procedures Manual online while 33% don't reference it at all (or very little).